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| **Cluster** | Planning and Environment |
| **Agency** | Department of Planning and Environment |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Location** | Sydney CBD |
| **ANZSCO Code** | 224912 |
| **PCAT Code** | 1111492 |
| **Date of Approval** | February 2023 (updated from September 2023) |
| **Agency Website** | www.dpie.nsw.gov.au |

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Primary purpose of the role

The Departmental Liaison Officer provides a range of administration and support services to facilitate the effective and efficient operation of the Minister’s office and contribute to the achievement of Department and Government commitments.

Key accountabilities

* Provide a readily accessible source of knowledge and skills regarding the operations of the Department of Planning and Environment (DPE) within the Minister's portfolio.
* Send requests to DPE for the preparation of correspondence, briefing material, media releases, speeches and parliamentary briefs and other advice on behalf of the Minister which address key issues for the portfolio and the Government.
* Coordinate and review advice and responses to issues which affect the DPE to ensure a timely  
  response through liaising with departmental staff and other agencies.
* Assist with the coordination of routine briefs and correspondence, reports and responses to parliamentary questions for the Minister on behalf of the DPE in consultation with other departmental staff.
* Liaise with DPE staff to ensure quality policy support and advice is provided to the Minister.
* Support the Minister’s involvement in meetings, events and visits by coordinating quality, timely advice and written material.
* Maintain communication strategies and networks within the organisation to build an understanding and commitment to the department’s strategic intent.

Key challenges

* Undertaking a diverse range of tasks in a high pressure environment of competing priorities and tight timeframes.
* Assimilating information quickly and translating complex, technical information into easy to understand, plain English policy, reports and communication material.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Minister’s office and Members of Parliament | * Consult and liaise within the Minister's office and Members of Parliament. * Negotiate timeframes with the Minister’s staff. * Keep abreast of issues affecting the department and the Minister’s portfolio/s. |
| Director, Parliamentary and Government Services / Ministerial Services, Deputy Secretaries, senior management and other departmental staff | * Provide information and advice to the Parliamentary and Government Services / Ministerial Services team, Deputy Secretaries, senior management and staff at all levels. * Negotiate with departmental staff for information and advice to be provided to meet the timeframes of the Minister, Secretary and clients. * Advise the department of the Minister’s priorities for briefing papers and speech notes. |
| **External** |  |
| Business enterprises, industry associations, Boards, other government agencies, the public and community groups | * Provide and obtain information and advice from business enterprises, industry associations, Boards, other government agencies, the public and community groups. |
| Other agencies and ministerial offices | * Network with agencies and other ministerial offices to establish appropriate links to garner required information and cooperation. |

# Role dimensions

## Decision making

* Liaise in consultation with the Manager and senior advisers to deliver departmental outcomes, and seeks advice and clarification as required. This includes exercising some level of discretion when making decisions and determining with the Manager the approach to work undertaken and being responsible for interpretation and recommendations made.
* Prioritises and coordinates multiple tasks and demands including matters with critical turnaround times while considering the priorities and objectives of the Minister, Senior Executive and the department. This includes identifying issues that are of sufficient urgency or significance that need to be brought to the attention of relevant executives or managers.
* Provides general advice and recommendations to the department in consultation with the Minister’s staff, and liaise with departmental staff on sensitive or confidential issues in consultation with the Minister’s staff.
* Assists in the identification and implementation of systems improvements to enhance the engagement of Ministers’ Offices by the Parliamentary and Government Services / Ministerial Services.

## Reporting line

The role reports to the Director Parliamentary and Government /Ministerial Services. The role reports to the Minister’s Chief of Staff for day-to-day activities.

## Direct reports

Nil

## Budget/Expenditure

Nil

Knowledge and experience

* A sound working knowledge of the machinery of government and knowledge of the procedures required for ministerial correspondence, briefings, parliamentary material and speeches within the department.
* Knowledge of the functions and objectives of the department.

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

## Focus capabilities

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| personal-attributes | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | Keep up to date with relevant contemporary knowledge and practices  Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate and maintain a high level of personal motivation | Adept |
| relationships | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiences  Clearly explain complex concepts and arguments to individuals and groups  Create opportunities for others to be heard, listen attentively and encourage them to express their views  Share information across teams and units to enable informed decision making  Write fluently in plain English and in a range of styles and formats  Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| relationships | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | Intermediate |
| results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | Intermediate |
| results | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | Identify the facts and type of data needed to understand a problem or explore an opportunity  Research and analyse information to make recommendations based on relevant evidence  Identify issues that may hinder the completion of tasks and find appropriate solutions  Be willing to seek input from others and share own ideas to achieve best outcomes  Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
| business-enablers | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | Identify opportunities to use a broad range of technologies to collaborate  Monitor compliance with cyber security and the use of technology policies  Identify ways to maximise the value of available technology to achieve business strategies and outcomes  Monitor compliance with the organisation’s records, information and knowledge management requirements | Adept |
| business-enablers | **Project Management**  Understand and apply effective planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | Intermediate |

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |